



THE RELATIONSHIP BETWEEN TRAINING AND WORK ENVIRONMENT ON  
JOB SATISFACTION:  
A CASE STUDY IN RANHILL WATER SERVICES SDN. BHD.

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BACHELOR OF BUSINESS ADMINISTRATION  
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)  
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MALACCA CITY CAMPUS

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Submitted in Partial Fulfillment of the  
Requirement for the  
Bachelor of Business Administration with Honours (Human Resource Management)

FACULTY OF BUSINESS MANAGEMENT  
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**DECLARATION OF ORIGINAL WORK**



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“DECLARATION OF ORIGINAL WORK”**

I, Nurun Naziha Binti Azman, (I/C Number: 940819-01-6140)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

Date of submission: January 2018

The Program Coordinator

Bachelor of Human Resource Management with Honours

Faculty of Business Management

University Technology Mara

Bandaraya Melaka

Dear Sir/Madam

Attached is the project title “The Relationship between Training and Work Environment on Job Satisfaction: A Case Study in Ranhill Water Services Sdn. Bhd.” to fulfill the requirement by the Faculty of Business Management, Mara University of Technology.

Thank you.

Sincerely,

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Nurun Naziha binti Azman

love, pray, moral and support include their financial assistance to bear all the cost needed become huge contribution for me to complete this research study successfully.

### **ABSTRACT**

This study is concentrated on the relationship between training and work environment on job satisfaction in Ranhill Water Services Sdn. Bhd (“RWS”). Measurement was completed through two independent variables which are training and work environment. And the dependent variable given for this research was job satisfaction.

A survey questionnaire has been used on this study to collect the data. In RWS, there have 420 staff in total. The researcher used Krejcie and Morgan (1970) table to find out the sample size to distribute the questionnaire. From that table, the researcher needs to distribute 217 sets of questionnaire and the researcher received 100% completed questionnaire. The researcher also used non probability sampling which is convenience sampling technique. The reason of researcher chooses this technique because responses from the respondents are more convenience to obtain.

Based on the findings, the score of Cronbach’s Alpha shows the three most reliable variables which are training, work environment and job satisfaction which each of them was indicated at 0.875, 0.828 and 0.714 respectively. These alphas score showed that the reliability are preferable since 0.5 and above are considered as reliable. The relationship has been discovered between training and work environment on job satisfaction were positive and moderate.